

# MiScorecard Performance Summary

Agency: Bureau of Commercial Services  
 Director Al Schefke  
 Period: April 2012  
**SCORECARD**

**Legend:**

Green	90% or greater of target
Yellow	>=75% to <90% of target
Red	less than 75% of target
White	not applicable

Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
<b>Bureau of Commercial Services</b>							
BCS - Enforcement Division			90%	N/A	N/A	Monthly	Review Complaint for jurisdiction within 7 Business Days
License Application Review	Green	↓	90%	92.2%	92.7%	Monthly	Initial Application Review Completed Within 5 days
Corporation Document Review	Green	↓	95%	97.4%	99.3%	Monthly	Review of Non-Expedited Documents Within 3 days
Inspections	Red	↑	90%	38.3%	32.5%	Monthly	Inspections of all barber establishments and colleges, cosmetolgy establishments and schools, and funeral establishments within 75 days of assignment for inspection
Complaint Processing Time	Yellow	↑	90%	75.4%	69.7%	Quarterly	Percent of Complaints Processed Within 180 days as of 03/31/12